

### **Who we are**

The Southern and South East England Tourist Board trading as Tourism South East (TSE) is a not for profit organisation with a mission to support the awareness and growth of tourism businesses and destinations within South East England through Marketing, Research, Training, Visitor Services and other services. Welcome to Excellence (WtoE) is the brand name for our suite of one-day customer service training programmes owned by Welcome to Excellence Ltd and operated by TSE under licence.

The Training Department at Tourism South East/Welcome to Excellence take the privacy of your data very seriously. Our privacy statement specifies how we treat personally identifiable information. We provide this privacy statement because you have a right to know what information we collect and how it is protected and used.

### **What information do we collect?**

To carry out your course enquiry/booking and to provide you with good customer service we collect the following information from you:

- Your name
- Your company name
- Contact telephone number
- Email address
- Booking history/Courses attended

### **How will the information be stored?**

Your information will be held on our Courses database on our Company's secure password protected server.

### **Will you use my details to contact me?**

We will contact you with necessary information relating to your course enquiry/booking.

In the event of you booking with us your name and company may be shared with the course trainer to enable the course to be tailored to your needs.

If you have opted to receive information from us then we will be contacting you about the courses we provide (including Welcome to Excellence customer service courses, marketing/social media courses, management courses etc) and any special offers we may have.

### **Will you give my data to anyone else for marketing purposes?**

We do not sell, rent or trade your personal information to third parties for marketing purposes.

We will not pass your details to another venue or organiser for the purposes of marketing.

If you wish to change your marketing communications preferences, please contact the Training Department. You can also unsubscribe at the foot of any marketing communications.

### **What do you do with my credit card details?**

Should you pay for your course via credit card, your card details are destroyed straight after payment has been successful. We do not store credit card details electronically at all.

### **How can I see what information you are keeping on me?**

You have the right to get a copy of the information that we hold about you. You can request a copy of your personal information that we are holding by writing to Tourism South East, 40 Chamberlayne Road, Eastleigh, Hampshire, SO50 5JH

Please include your full name, address and contact telephone number and details of the specific information you require, including any relevant dates. A written reply will be with you within 30 days of receiving your request.

### **Data we held prior to 25<sup>th</sup> May 2018**

Unless already unsubscribed, we have had regular contact with you up until this date. Given that you have not previously unsubscribed we will assume that you have a legitimate interest in our products/services and are happy to continue to receive marketing communication from Tourism South East/Welcome to Excellence.

### **If you want to stop receiving emails**

You can stop receiving emails from TSE/WtoE at any time by clicking the 'unsubscribe' link at the bottom of each e-newsletter.

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### **City and Guilds / ILM**

TSE is an approved City and Guilds and ILM centre for the following Awards and Qualifications:

Level 2 Award in Principles of Customer Service for Hospitality, Leisure, Travel and Tourism

Level 3 Award or Certificate in Leadership and Management

As an approved centre your personal data collected for these Awards /qualifications is shared with City and Guilds/ILM for the purposes of learning, assessment and certification. This will include service providers contracted to City and Guilds/ILM for the provision of learning, assessment and training services such as trainers, markers, moderators, assessors and certification providers.

### **What personal data do we collect?**

If you undertake any of the Awards/Qualifications listed above, through our Centre, then we collect your name, gender, date of birth and place where the exam/assessment took place. We may also collect other categories of personal data if required in relation to a specific qualification or programme, and personal data if required to carry out quality assurance processes, investigations, complaints and appeals.

City and Guilds / ILM will assign a unique learner number to each learner at the point of learner enrolment which we also use in relation to your learning, assessment, and certification.

Should you pass the exam your certificate will be sent directly to your employer/person who booked your course for distribution to you. We (TSE/WtoE) do not store your date of birth anywhere electronically and your exam paper is destroyed after a year using confidential waste.

### **How do we use your personal data?**

We may use your personal data where this is necessary to pursue our legitimate interests as a provider of training, assessment, and certification products and/or services, including to:

- provide you with products and/or services for which you have registered
- undertake administration in relation to products and/or services for which you have registered
- provide you with a certificate or other record of learning
- contact you directly in relation to our quality assurance processes, investigations, appeals, and complaints
- contact you directly in relation to new and existing products, services, news, awards and events offered by TSE/WtoE/ILM or the City & Guilds Group
- assess and provide reasonable adjustments in relation to your learning or assessment where requested.

We may also process your personal data if required by law, to respond to requests by government or law enforcement authorities, or for the prevention of crime or fraud.

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## **Welcome to Excellence website**

When you visit our website we may automatically collect technical information about your session including the internet protocol (IP) address that connects your device to the internet, the type of device you use, your browser, operating system and from where you have arrived at the site. We do not link this information to anything that identifies individuals. This information enables us to analyse how the website is used and where any improvements can be made. We use Google Analytics to analyse the use of our website. Google Analytics uses cookies to gather the information but this information does not enable us to identify any individuals.

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## **Changes to our Privacy Policy**

If we decide to change or update our privacy policy, we will post those changes on this page.

## **Contacting Us**

Any questions regarding this policy should be emailed to [poliver@tourismse.com](mailto:poliver@tourismse.com) or addressed to Tourism South East, 40 Chamberlayne Road, Eastleigh, Hampshire, SO50 5JH